

**CASUALTY ASSISTANCE CALLS OFFICER
NOTIFICATION CHECK LIST
(Uniform: Service Dress Blue or Summer White)**

REPORT OF DEATH (If at your Command)

_____ Obtain Copy of Personnel Casualty Report Message
(can be a rough draft) and fax to CNRMA Regional CACO
Office at 757-445-2115
**(Highest Priority make sure message sent within
FOUR Hours)**

_____ Obtain Copy of Page 2 and SGLI from Command and
fax to CNRMA Regional CACO Office at 757-445-2115.

NOTIFICATION OF NEXT OF KIN

_____ Notify and arrange for Chaplain to accompany you
on Notification Visit. If your command does not
have a Chaplain assigned you can call the
Regional Chaplains Office at 757-444-7361. If
Chaplain not available arrange for another E-7 or
senior to accompany you.

_____ Prepare Uniform (Summer: Summer Whites)
(Winter: Service Dress Blues)

_____ Notification will be made between the hours of
0600-2400, unless one of the following
circumstances occur.

1. Death occurred in theater during war.
2. High media interest.

_____ Identify and make contact with Next of Kin
immediately. Remember to use the following
statement when making notification:

**On behalf of the Secretary of the Navy, I am
sorry to inform you that your (relation) died
today of (list circumstances as known)
(Information can be read from Item Delta on the
Personnel Casualty Report)**

_____ Inform NOK of current location of remains
_____ Inform that letter of circumstances is
forthcoming from Commanding Officer

Inquire as to any immediate needs of NOK
(i.e. food or emergency financial needs, you may
obtain assistance from Navy Relief at the following
locations)

NMCRS Norfolk

Phone: (757) 423-8830

Navy-Marine Corps Relief Society
Naval Base Norfolk
7928 14th Street, Suite 238
Norfolk, VA 23505-1295

NMCRS Little Creek

Phone: (757) 464-9364

Navy-Marine Corps Relief Society
Naval Amphibious Base Little Creek
1457 D Street, Suite 300
Norfolk, VA 23521

NMCRS Dam Neck

Phone: (757) 492-6005

Navy-Marine Corps Relief Society
Walker Hall, Room 231
Virginia Beach, VA 23461-5200

NMCRS Oceana

Phone: (757) 425-5789

Navy-Marine Corps Relief Society
Naval Air Station Oceana
1896 Laser Rd, Suite 130
Virginia Beach, VA 23460-2272

NMCRS Portsmouth, VA

Phone: (757) 399-1675

Navy-Marine Corps Relief Society
Portsmouth Naval Medical Center
620 John Paul Jones Circle
Bldg. 249, Room 4-4
Portsmouth, VA 23708-5100

NMCRS Wallops Island

Phone: (757) 824-2058

Navy-Marine Corps Relief Society
Aegis Combat, Bldg R30
30 Battle Group Way
Wallops Island, VA 23337-5000

NMCRS Yorktown

Phone: (757) 887-5016

Navy-Marine Corps Relief Society
Naval Weapons Station
PO Drawer 160
Yorktown, VA 23691-0160

_____ Obtain the following information:

1. NOK complete name
2. NOK social security number (If primary NOK this information will be needed for the Death Gratuity Check -- see below)
3. Verify address and phone numbers for NOK

_____ Arrange for visit with PNOK the following day to make funeral arrangements before leaving. Be sure to leave the CACO Calling Card with your phone numbers (home, office and cell phone).

_____ Before leaving NOK insure that they are not alone (arrange for someone to be with them. Could be family, friends or OMBUDSMAN)

_____ Report time and date of notification, confirm address of NOK to the CNRMA Regional CACO Office and COMNAVPERSCOM 621 via radio message or phone at the following numbers:

0730-1600

COMNAVREG MIDLANT 757-322-2817, Ext. 2

COMNAVPERSCOM 621 1-800-368-3202

After 1600 call Regional Operations Center at

757-322-2609/3062/2798

COMNAVPERSCOM 621 - 1-800-368-3202

_____ Arrange for payment of Death Gratuity (\$12K) through YOUR servicing DSP. Take to the PSD:

1. Copy of Personnel Casualty
 2. Letter from your command designating you to pick up the Death Gratuity with a sample of your signature
 3. Call BUPERS 1-800-368-3202 for them to authorize payment of the DG to your servicing PSD.
- Any problems, call the Regional CACO office for help. 757-322-2817, or Toll Free 1-866-203-7791.

**CASUALTY ASSISTANCE CALLS OFFICER
FUNERAL ARRANGEMENT VISIT CHECK LIST
(for Active Duty deaths only, not applicable for
TDRL deaths)
(Uniform: Service Khaki)**

- _____ Deliver Death Gratuity Check (\$12K non taxable. Be sure to have NOK sign DD 397 (N/A for TDRL at this time, it will be paid by VA later)
- _____ Fax signed copy of DD 397 to CNRMA at 757-445-2115
- _____ Encourage Primary NOK to allow the Navy to provide primary care and transportation of the remains and obtain a signed Statement of Disposition of Remains form. Emphasize that it is financially advantageous for the PNOK if the Navy does the preparation, dressing, and Casketing of the remains.
- _____ Fax copy of Statement of Disposition of Remains to CNRMA Regional CACO Office at 757-445-2115 and Military Medical Support Office at 847-688-3964.
- _____ Have PNOK sign DD1375 for each funeral home and fax to MMSO and CNRMA Regional CACO Office.
- _____ Inform family of Navy escort of remains (Provided by Casualty's Command). (Arrangements for travel for the escort & remains will be funded by the Military Medical Support Office, Great Lakes (1-888-647-6676, EXT 629).
- _____ Relay primary NOK decision and name, address, telephone number of local receiving funeral home to Military Medical Support Office, Great Lakes (1-888-647-6676, EXT 629).
- _____ Determine receiving funeral home of PNOK's choice.
- _____ Determine PNOK's choice regarding private or government cemetery.
- _____ Inform PNOK of eligibility and availability of funeral honors. Make arrangement through CNRMA CACO/FHS Office at 322-2817, EXT 1 or 1-866-203-7791.
- _____ Advise PNOK not to schedule firm funeral date until arrival of remains at receiving funeral home.

- _____ Discuss funeral travel allowance (N/A for TDRL)
(Spouse & Children Roundtrip Transportation and
two days Per Diem). Call Pers 621 at 1-800-368-3202
to obtain Invitational Travel Orders (ITO's).
(If spouse does not use travel entitlement it can
be used by the parents of casualty).
- _____ If the funeral travel will be used by parents of
casualty, call PERS-621 at 1-800-368-3262 to obtain
ITOs for travel. After obtaining ITO's make travel
arrangements through your local SATO Office.
- _____ Advise NOK that survivor benefit applications
will be forthcoming within the next 10 working
days and that you will call and arrange an
appointment with them to complete applications.
- _____ Advise Spouse that Navy quarters or Basic Allowance
for Housing will be available for: (N/A for TDRL)

6 Months for Death
12 Months for POW/MIA Status
- _____ Advise NOK of your planned attendance at funeral.

CASUALTY ASSISTANCE CALLS OFFICER
BENEFITS VISIT CHECK LIST
(Uniform: Service Khaki)

COMNAVPERSCOM 621 confirms various entitlements from the member's service record and will forward this to the CACO within 10 working days from date of receipt of the Personnel Casualty Report.

_____ COMNAVREG MIDLANT, upon receipt of Benefits Package from COMNAVPERSCOM 621 will call and have CACO come to the CNRMA Regional CACO Office for a brief on how to complete applications for benefits with NOK.

_____ Applicable entitlements for NOK may be:

1. Unpaid Compensation (Unpaid Pay & Allowances)
2. Survivor Benefit Plan Annuity (Applicable only if death determined to be in the line of duty)
3. Servicemen's Group Life Insurance (Submit claim to OSGLI)
4. Uniformed Services Identification and privilege card (DD 1173)
(Spouse until they remarry/Children up to age 23 if enrolled in an accredited university)
5. Dependency and Indemnity Compensation (submit to Veteran's Administration)
6. Social Security Survivor Benefits (submit to local Social Security Office)
7. Government Headstone or Marker (application not required if burial is in national cemetery)
8. Lapel Pin
9. Medical/Dental at the active duty rate
For 36 months
10. Dependent and Household goods relocation (within one year)
11. G.I. Bill
12. VA educational assistance

_____ Have NOK sign Privacy Act authorization. Attach to all claims.

_____ Attach DD-1300 to all claims filed.

_____ Make copies of all claims submitted. Retain one copy and provide NOK with a copy.

- _____ Monitor progress on survivor benefit entitlements until NOK receipt.
- _____ Submit initial NAVPERS 1770/7 to Regional CACO Coordinator within 30 days of the casualty.
- _____ Submit interim NAVPERS 1770/7 within 60 day of the casualty.
- _____ Submit final NAVPERS 1770/7 when all benefits have been received.
- _____ File Mileage Claim with COMNAVREG MIDLANT monthly.